

## CLAIMS

1. A worker in charge command system comprising a central processing unit,

wherein the central processing unit includes:

5       inputting means for inputting a work request containing at least a work content and a work place;

      worker in charge determining means for determining a worker in charge who satisfies a predetermined condition based on the work content for each received work request;

10       article determining means for determining an article needed for the requested work;

      work information creating means for creating work information containing the work content and the article needed for the work every working day for each worker in  
15       charge;

      map information creating means for creating map information comprising position information of the work place and a visit order of the work places every working day in association with the work information; and

20       transmitting means for transmitting the created work information and the map information to each worker in charge.

2. The worker in charge command system according to claim

25       1,

wherein the work contains a repairing work for an appliance.

3. The worker in charge command system according to claim  
5 1, wherein the predetermined condition in the worker in charge determining means is a skill of the worker in charge required for completing the work.

4. The worker in charge command system according to claim  
10 1 further comprising means for dividing a service area into a plurality of blocks, assigning the worker in charge to each block previously and managing the worker in charge,

wherein the worker in charge determining means searches a worker in charge who satisfies the predetermined  
15 condition in a block adjacent to a work block again when the worker in charge who satisfies the predetermined condition cannot be determined in the work block.

5. The worker in charge command system according to claim  
20 4,

wherein a geographical range of the block and the number of worker in charge assigned to each block previously are varied after a predetermined period.

25 6. The worker in charge command system according to claim

5 further comprising means for storing data in which the number of past works in each block is counted every predetermined period,

5 wherein at least one of the geographical range of the block and the number of workers in charge assigned to the block is determined based on the counted data.

7. The worker in charge command system according to claim 5,

10 wherein the predetermined period is one month.

8. The worker in charge command system according to claim 5,

15 wherein the geographical range is determined based on a zip code.

9. The worker in charge command system according to claim 1 further comprising means for managing the number of works handled by each worker in charge every day,

20 wherein an upper limit of the number of works handled by one worker in charge during one day is provided in the worker in charge determining means.

10. The worker in charge command system according to claim 1 further comprising means for managing a probability of

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completing the work with the article with respect to each article,

wherein the article determining means selects one or more articles such that a total probability of completing the work may become a predetermined value or more.

11. The worker in charge command system according to claim 1,

wherein the work request contains a desired date and time, and

the map information creating means determines the visit order based on a location of the work place and the desired time.

12. The worker in charge command system according to claim 1 further comprising a mobile terminal including means for receiving the work information and the map information transmitted from the transmitting means and means for inputting and transmitting predetermined information when the worker in charge completes the work.

13. The worker in charge command system according to claim 12,

wherein the mobile terminal is a mobile phone.

14. The worker in charge command system according to claim  
12,

wherein the central processing unit includes:

storing means for storing the position information of  
5 the work place;

means for receiving the information transmitted from  
the worker in charge through the mobile terminal when the  
work is completed together with position information of a  
place from which the information is transmitted; and

10 means for updating the position information stored in  
the storing means with the received position information.

15. A worker in charge command method comprising:

a receiving step of receiving a work request  
15 containing at least a work content and a work place;

a worker in charge determining step of determining a  
worker in charge who satisfies a predetermined condition  
based on the work content for each received work request;

an article determining step of determining an article  
20 needed for the requested work;

a work information creating step of creating work  
information containing the work content and the article  
needed for the work every working day for each worker in  
charge;

25 a map information creating step of creating map

information containing position information of the work place and a visit order of the work places every working day in association with the work information; and

5 a transmitting step of transmitting the created work information and the map information to each worker in charge.

16. The worker in charge command method according to claim 15,

10 wherein the work contains a repairing work for an appliance.

17. The worker in charge command method according to claim 15,

15 wherein the predetermined condition in the worker in charge determining step is a skill of the worker in charge required for completing the work.

18. The worker in charge command method according to claim 20 15 further comprising a dividing step of dividing a service area into a plurality of blocks and the worker in charge is assigned to each block previously,

wherein the worker in charge determining step searches a worker in charge who satisfies the predetermined 25 condition in a block adjacent to a work block again when

the worker in charge who satisfies the predetermined condition cannot be determined in the work block.

19. The worker in charge command method according to claim  
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wherein a geographical range of the block and the number of workers in charge assigned to each block previously are varied after a predetermined period.

10 20. The worker in charge command method according to claim  
19,

wherein at least one of the geographical range of the block and the number of workers in charge assigned to the block is determined based on data in which the number of  
15 past works in each block is counted every predetermined period.

21. The worker in charge command method according to claim  
19,

20 wherein the predetermined period is one month.

22. The worker in charge command method according to claim  
19,

wherein the geographical range is determined based on  
25 a zip code.

23. The worker in charge command method according to claim 15,

5 wherein the number of works handled by each worker in charge is managed every day, and an upper limit of the number of works handled by one worker in charge during one day is provided at the worker in charge determining step.

24. The worker in charge command method according to claim 10 15 further comprising a probability setting step of setting a probability of completing the work with the article with respect to each article,

15 wherein the article determining step selects one or more articles such that a total probability of completing the work may become a predetermined value or more.

25. The worker in charge command method according to claim 15,

20 wherein the work request contains a desired date and time, and

the map information creating step determines the visit order based on a location of the work place and the desired time.

25 26. The worker in charge command method according to claim



15 further comprising:

a storing step of storing the position information of the work place in storing means;

5 a receiving step of receiving the information transmitted from the worker in charge when the work is completed together with position information of a place from which the information is transmitted; and

10 a updating step of updating the position information stored in the storing means with the received position information.

27. A program for implementing the method according to any one of claims 15 to 26 with a computer.